



State Office of Administrative Hearings

P.O. Box 13025, Austin, Texas 78711-3025
Phone 512.475.4993 | Fax 512.475.4994

Privacy and Security Policy

The State Office of Administrative Hearings maintains this website as a public service. The following is the privacy policy for this site (all pages starting with <http://www.soah.texas.gov>). This policy describes the State Office of Administrative Hearings' privacy and security practices regarding information collected from visitors to the site, including what information is collected and how that information is used.

The State Office of Administrative Hearings values and protects the public's privacy and places strict controls on the gathering and use of sensitive information and confidential information. Sensitive information and confidential information is not disclosed, made available, or otherwise used for purposes other than those specified at the time of collection, except with your consent or as authorized by law or regulation.

Collection of Information

The voluntary disclosure of sensitive information or confidential information to the State Office of Administrative Hearings, whether solicited or unsolicited, constitutes your consent to the collection and disclosure of the information by the State Office of Administrative Hearings for the purposes for which the information was disclosed to the State Office of Administrative Hearings, as was reasonably ascertainable from the nature and terms of the disclosure, including collection and disclosure for the purpose of validating your identity.

Web Analytics Data

The State Office of Administrative Hearings' websites collect and store information each time you access them to enable us to measure the total number of visitors, and certain non-personal statistical information. This helps us make our websites more accessible and useful to visitors. If you browse through our sites reading, printing, or downloading information, no sensitive information and no confidential information about you is collected.

The information we collect when you visit the State Office of Administrative Hearings' sites consists of:

- The Internet Protocol (IP) address from which you are accessing the site(s).
- The domain name of the Internet Service Provider (ISP) you are using to access the site(s) (e.g. Comcast.net or TimeWarnerCable.com).
- The date and time you visited the site(s).
- The web pages or services you accessed at the site(s).

Cookies

To better serve you, the State Office of Administrative Hearings' sites may use cookies to enhance or customize your visit to the site. Cookies do not contain your sensitive information or confidential information.

Encryption

The State Office of Administrative Hearings' websites have reasonable security measures in place to protect against the loss, misuse, and alteration of your data and information that is under our control. Interactive applications and forms that collect sensitive or confidential information are encrypted using privacy and security safeguards such as a Secure Socket Layer (SSL) session or similar technology.

Appropriate computer, network, and Internet technical security controls prevent unauthorized access to information voluntarily provided by you. Some of these security controls are: password and user identification verification, data encryption, confidential transmissions, secure storage areas, and audit trails. The State Office of Administrative Hearings' employees are educated regarding the requirements of working with sensitive and confidential information as well as the consequences of misuse.

Email

If you communicate with the State Office of Administrative Hearings by sending an email, your email address may be retained for further communication with you in connection with processing your request or as provided by law. Do not send any sensitive or confidential information in the body of, or as an attachment to, an electronic mail message unless the data is adequately encrypted. Data sent via email is not inherently secured or encrypted. Any information contained in an email message or attachment may be retained and stored by the State Office of Administrative Hearings pursuant to the applicable retention period or as provided by law and may be provided to other state agencies to better serve your needs.

Disclosure of Information

The State Office of Administrative Hearings gathers your information through lawful means. Any subsequent use of the information is limited to purposes consistent with the purpose(s) given at the time of collection. Texas law states that some information submitted or accessed by you may be subject to public disclosure under the Texas Public Information Act, Chapter 552, Texas Government Code.

The State Office of Administrative Hearings does not sell or distribute your information to any non-governmental third party without your consent or as authorized by law or regulation. The State Office of Administrative Hearings' employees will only use sensitive and confidential information submitted by you on a need-to-know basis to provide information or services, or carry out the duties of the office.

Request for Your Information

With few exceptions, you have the right to request, receive, and review your information with the State Office of Administrative Hearings. You are also entitled to have us correct any information about you in our possession that may be incorrect.

To request information from the State Office of Administrative Hearings, please submit your request via United States Postal Mail, fax, or email and ensure your request includes enough description and detail so we may accurately identify and locate your information.

Mail: Public Information Coordinator
 State Office of Administrative Hearings
 P.O. Box 13025
 Austin, Texas 78711-3025

Fax: 512.475.4994

Email: SOAH.PI@soah.texas.gov

If you require special accommodation pursuant to the Americans with Disabilities Act, please contact our Workplace Accommodations Coordinator via United States Postal Mail, phone, fax, or email at:

Mail: Hearings Workplace Accommodations Coordinator
 State Office of Administrative

P. O. Box 13025
Austin, Texas 78711-3025

Phone: 512.475.4993

Fax: 512.463.7791

Email: SOAH.Questions@soah.texas.gov

Retention of Information

Information collected by or provided to the State Office of Administrative Hearings will be retained and maintained as required by law or regulation, such as Texas Government Code Section 441.180 et seq. Different types of information are required to be kept for different periods of time.

The State Office of Administrative Hearings stores or uses sensitive and confidential information submitted by you only for the time necessary. Confidential information is destroyed via purging, magnetic erasing, shredding, and/or other means of authorized confidential destruction when no longer required and to prevent unauthorized access or use of the data. Regularly scheduled archiving, purging, and proper disposal of records and information is a standard practice throughout the State Office of Administrative Hearings.

Links to Non-State Office of Administrative Hearings Websites

The State Office of Administrative Hearings' websites may contain links to other websites for your information and convenience. The State Office of Administrative Hearings has no control over the privacy practices or the content of such other websites. Please review the privacy information provided by these sites.

The responsibility for the content and accuracy of information on sites accessed by linking from our websites rests with the entities providing the information. This includes any responsibility for updating information upon which visitors may rely. The inclusion of links from our sites to others does not imply any endorsement by the State Office of Administrative Hearings of any product, service, or vendor. Any mention of products, services, or vendors is for informational purposes only. For more information, please review the State Office of Administrative Hearings' Website Linking Policy.

Disclaimer and Limitation of Liability

The information provided in this privacy policy should not be construed as giving business, legal, or other advice, or warranting as fail proof the security of information provided through our websites.

Information on the State Office of Administrative Hearings' sites is public domain and may be copied and used as permitted by law, with the exception of pictures, official symbols, and service marked names and logos. While the State Office of Administrative Hearings attempts to maintain a high degree of accuracy, we will not be held liable for errors or omissions that may occur.

The State Office of Administrative Hearings is not an operator of a website or online service directed at children under 13 years of age and does not knowingly collect sensitive and confidential information from children. Users are cautioned, however, that the collection of sensitive and confidential information via an interactive application or email will be treated as though it was submitted by an adult, and may, unless exempted from access by federal or state law, be subject to public access. The State Office of Administrative Hearings strongly encourages parents and teachers to be involved in children's Internet activities, and to provide guidance whenever children are asked to provide sensitive and confidential information online.

Contact Us

If you have questions, comments, or concerns about the State Office of Administrative Hearings' Privacy and Security Policy, please contact the Information Resources Manager by United States Postal Mail or email at:

Mail: Information Resources Manager
State Office of Administrative Hearings
P.O. Box 13025
Austin, TX 78711-3025

Email: SOAH.IRM@soah.texas.gov

As a public agency, the State Office of Administrative Hearings understands the importance of maintaining your privacy and will make every attempt to maintain your trust and confidence regarding the collection and use of your sensitive and confidential information. This policy has been developed and is maintained in accordance with all applicable Texas and federal laws and regulations and will be updated from time to time. Please review this page frequently.

